

Social Worker (GMMH)

Role Profile

Service: (Trafford) Greater Manchester Mental Health (GMMH) (Part of the Adults & Wellbeing Directorate)
Band: Bands 7 (Level 2) to 8 (Level 3) (depending on experience)
Reporting to: Senior Practitioner/Team Manager
Responsible for: No direct reports



TRAFFORD
COUNCIL

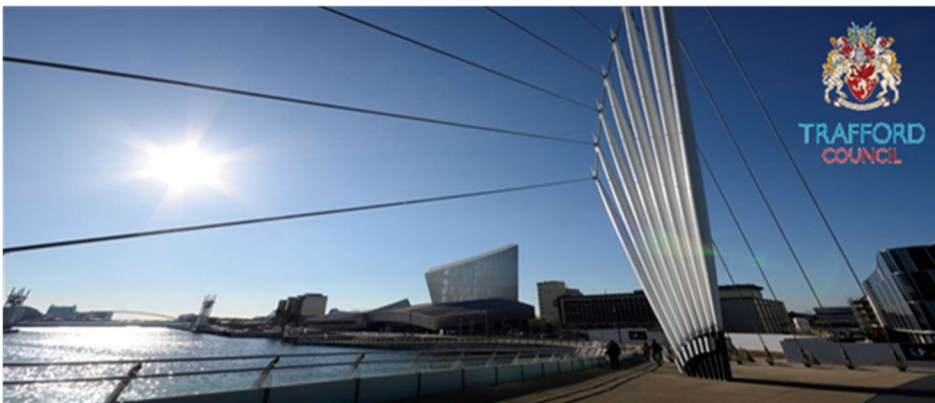
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Council has entered into a Section 75 partnership agreement with Greater Manchester Mental Health (GMMH) Trust. This role will contribute to the delivery of mental health services by providing a high-quality casework service that reflects social work values and principles. Working collaboratively with Community Mental Health Team colleagues, this role will deliver practice in line with the recovery model to promote independence, social inclusion and the least restrictive approach to care.

Your Main Priorities

- Complete holistic assessments to ensure service users receive timely, accurate understanding of their needs, strengths, and risks, enabling effective planning and intervention.
- Develop and review person-centred care plans that support recovery, maximise independence, and promote wellbeing in the least restrictive way. Provide direct support and interventions that empower service users to manage their mental health, build resilience, and achieve personal goals.
- Work collaboratively with health, social care, and community partners to ensure coordinated, seamless pathways that improve outcomes and reduce delays.
- Maintain high-quality case records and escalate safeguarding concerns promptly to ensure service users' safety, rights, and protection.

Key duties

- Responding to referrals promptly to ensure service users access timely assessment, support, and intervention.
- Managing a caseload effectively to deliver safe, person-centred care that promotes recovery, independence, and wellbeing.
- Advocating for service users to ensure their wishes, rights, and choices shape their care and support planning.
- Presenting assessments to the multi-disciplinary team to support shared decision-making and coordinated, holistic care.

- Participating in (or training towards) the AMHP rota to contribute to safe, lawful, and least-restrictive mental health interventions.
- Building strong community networks and signposting to appropriate resources to enhance resilience, social inclusion, and ongoing support.
- Applying Trafford's safeguarding procedures to protect adults from harm and promote safe, supportive environments.
- Engaging in meetings, supervision, reflective practice and training to maintain high professional standards and continuously improve practice.
- Contributing a social work perspective to MDT discussions to ensure care planning reflects social, environmental, and relational factors.
- Demonstrating empathy and anti-discriminatory practice to ensure all service users experience dignity, respect, and equitable support.
- Maintaining professional registration with Social Work England by completing required CPD and adhering to professional standards.

About You

Qualifications and Professional Development

- A recognised, professional social work qualification
- Registration with Social Work England
- AMHP authorisation or willingness to undertake AMHP training
- Evidence of ongoing professional development

Experience and Knowledge

- Significant experience in mental health within statutory or voluntary sectors
- Experience of direct work with adults experiencing mental health difficulties, including those in crisis or presenting with complex risks
- Experience of working with families and carers to understand and support their needs
- Experience of multi-disciplinary working across health, social care, and community services
- Knowledge of the Care Programme Approach, Mental Health Act 1983/2007, Mental Capacity Act 2005, Care Act 2014, and relevant community care legislation
- Understanding of Community Mental Health Teams and the Care Programme Approach
- Knowledge of safeguarding adults and children, including thresholds, procedures, and multi-agency responsibilities

- Understanding of trauma-informed, strengths-based, and recovery-focused practice
- Awareness of equality, diversity, and anti-oppressive practice and how these principles apply in mental health settings
- Knowledge of the interface between mental health, housing, benefits, substance use, and wider community support systems

Skills and abilities

- Strong assessment, care planning, and risk assessment skills
- Ability to build trusting relationships with service users to support engagement and recovery
- Skilled in de-escalation and managing emotionally charged or crisis situations
- Strong analytical, reflective practice, and decision-making skills
- Ability to plan, organise, and prioritise work effectively to meet deadlines
- Ability to work collaboratively with service users, families, carers, and multi-agency partners
- Confident and efficient use of IT systems and digital tools
- Ability to build positive working relationships with key stakeholders across health and social care
- Creative and solution-focused approach to meeting assessed needs
- Effective team player who contributes positively to team culture and shared goals
- Ability to produce clear, concise, and defensible case records and reports
- Ability to advocate for service users and challenge systems where necessary to promote rights and access to support

Special Conditions

- Car user / full driving licence required and access to transport, or ability to meet mobility requirements through alternative means
- Enhanced DBS and Adults Barred List Check required
- Willing and able to travel to different sites
- Required to work 9am–5pm on a rotational basis across weekends and Bank Holidays

Date prepared/revised	22.1.26
Prepared/revised by	T Sefton
Job Evaluation	Existing SW evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.